

## TERMS OF REFERENCE

Enhancement of Mail Management System and Vessel Management APP

### 1. Project Scope

#### Modules and Components of Mail Management System

1. Mail Management Module
2. Counter Service Module
3. Corporate Customer Portal
4. Customer Portal
5. Vessel Management Module
6. Vessel Management Mobile App
7. Reporting and Analytics

### 2. Introduction

**Mail Management System:** A comprehensive e solution designed to streamline and optimize all aspects of the mail handling process, from initial sorting and routing to final delivery and tracking.

### 3. Objective

The main purpose of the system is to efficiently manage large volumes of mail, improve accuracy, reduce costs, and enhance customer service.

### 4. Bid Eligibility

All vendors are expected to meet the eligibility requirements specified under the 'Eligibility' include documentations required establishing eligibility of the goods and supplier.

### 5- Project timeline

Submit project plan and detailed time line to complete the project.

### 6. Evaluation and Comparison of Bids

The proposals will be reviewed and evaluated by the Bid committee of Maldives Post Limited intends to apply the following criteria in evaluating the proposals

Criteria	Weightage
Price	35%
Delivery period	40%
Experience	25%

The calculation of the evaluation criteria will assign the highest points based on the lowest price, shortest delivery time, and the inclusion of two mandatory experience letters.

## 7. Agreement between for the awarded BID and please find below for some of important points

- If the bidder discontinues the service for any reason after winning the bid, the bidder shall bear full responsibility for the loss.
- Full compensation will be taken for delayed work days
- Some crucial points will be added to the agreement in addition to the previously mentioned points

### Warranty Support and Maintenance:

A maintenance and support period of at least 1 year

- Feature Add-Ons
- Improvements
- Technical Assistance
- Integrations
- Bug fixes

## Requirement of the Development

### Mail Management Module

#### 1. DATA MANAGEMENT AND AUTOMATION

- Data Extraction (Automation)
- Extract mail item data
- Extract customer data
- Bulk Customer Identification (Automation)
- Bulk Mail Item Data Entry
- Counter Shelf SMS (Automation)
- Extract receptacle data from IPS and CDS
  - Part of this is currently built but data dose not match actual data
  - Include all of the PREDES information so that we can determine an estimate of inbound mail for more efficient operational planning
    - Get all of the inbound ITMATT data so that addresses for all of the items can be taken from origin
    - Cross checking of extracted data and actual data to ensure data accuracy and FLAG anomalies
- Event scanning and data capturing to IPS.POST through MMS
  - FULL EMSEVT EDI message transmitting to IPS.POST for all types of items.
  - Cross checking of captured data and actual data to ensure data accuracy and FLAG anomalies

- Event level drilling down to ensure all of the EDI data elements have been captured
- Ability to manually update events by Operations team in cases where date is not transmitted correctly
- Integrating both CDS.POST and IPS.POST to ensure full EMA scan of outbound items
- Post Code Management
  - Add new addresses that are not in the Post code DB and with an approval, automatically to add the new address to Post code DB

## 2. Domestic Dispatch

- Vessel Schedule management section
- Ability to update Bag information/Status in the system
- Setting a weight-based threshold for mail bags
- Scheduling dispatches (Vessel, Airline, Date)
- Naalu management for MMS for specific destinations and or carriers and ability to print them
- Mail Delivery Allowance Sheet generation for Agents
- Ease of sending letter bills to agents
- Redundancy of data for mail bags in preparation in cases of system failure / electricity failure
- Flag duplicates in the system for all types of items and dispatches
- Return items and mis sent all items to be entered into MMS (Entered from the starting point/origin island)

## 3. International Dispatch

- Import international data from IPS to MMS
- Export ad CSV or Excel All international dispatch information

## 4. DELIVERY MANAGEMENT

- Last mile delivery
  - Mobile app for postmen to ensure real time delivery data capturing customer information at the point of delivery
  - Statistics with the ability to drill down staff wise, item type wise, and more
- Create a dedicated data entry screen for unsuccessful delivery items
- Create a screen that displays only the list of unsuccessful delivery items
  - For delivery is failed items, with a scanning of the item “Delivery failed” Automatically transfer the data into the delivery fail management DB.
  - *if the detail address is not captured at the initial stage the details need to be captured before locating to a shelf)*
- Sync delivered item status with the item’s manager

## 5. TRACKING

- Comprehensive tracking events
- Better visualization of tracking events in the public website
- Detail tracking event in the system (Refer to the tracking event detailed document)

## 6. API INTEGRATION

- Provide API end point for 3<sup>rd</sup> party integration
  - Ensure a very robust build of this and close to 100% uptime for smoother operations resulting in less delays
  - Possibility to add rate limiting to avoid errors
- VMS Integration
- eTukuri Shop Integration
- eTukuri International Integration
- PikPost Status Sync (Automation)
- Sync overdue and customer collected items with the MMS items manager

## 7. STAFF FEEDBACK MECHANISM

- Ensure that the staff using the system can give adequate feedback
- Report or flag issues

## Counter Service Module

### SERVICES AVAILABLE AT POS

- Shift Operations at Counter – Begin & End Process
- Product Sell (Stamps & Post Shop)
- Postal item booking (Domestic – Registered/Tracked item, FastPost, parcels and ordinary/untracked item)
- Postal item booking (International – registered/Tracked items, EMS/Courier services, parcels and ordinary/untracked item)
- Customer Registration/Information Update

#### 1. COUNTER OPERATOR – SHOPKEEPER

##### a. STAMPS SALES

- Make sales (Denomination x number of stamps)
- Print/ Reprint sales receipt
- Cancel/void sale (with condition – allowed with supervisor approval and before session ends)
- View and print session sales report (Opening + received - sales = balance) - (Cash, Credit & POS acceptance)

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- Request for new stock (Based on reorder level – different for each denomination)
  - Receive and accept the new stock (Denomination + number of stamps)
  - Stock balance report (Denomination + number of stamps - when needed by selecting date required)
- b. POST SHOP ITEM – OUTLET STOCK**
- Make sales (Price x number of items)
  - Print/ Reprint sales receipt
  - Cancel/void sale (with condition – allowed with supervisor approval and before session ends)
  - View and print session sales report (Opening + received - sales = balance) - (Cash, Credit & POS acceptance)
  - Request for new stock for outlet (Based on reorder level – different for each post shop item)
  - Receive and accept the new stock (Cost price, Selling price & number of items)
  - Stock balance report (Price + number of post shop items - when needed by selecting date required)
- c. ACCEPTANCE**
- Determine/select the service required.
  - Enter required information for other services (example; customer broker and bill payment etc...)
  - Record/capture the weight and destination (International & Domestic)
  - Retrieve the customer information (using unique ID number) - sender
  - Enter addressee and content detail (IPS.POST – EMA & CDS.POST - ITMATT – CN 22 & 23 – prohibited & restricted validation)
  - Collect postage and print receipt
  - Cancel/void sale (with condition – allowed with supervisor approval and before session ends; if after day end then manual process will be followed)
  - View and print session report (Cash, Credit & POS acceptance)
  - Handover report (tracking/identification number) - (IPS.POST – EMB & CDS.POST - ITMATT – CN 22 & 23 – validation)
- d. COUNTER RELEASE (Release & customs held items)**
- Enter mobile number/ID detail
  - Enter required/retrieve information (Owner & collector information) and attach ID card of the collector (control)
  - If dutiable
    - Enter the details of customs duty form generated
    - Verify any dues (handling charge, late fine and or additional charge)
    - Collection (Cash, Credit & POS acceptance)
    - Capture IPS.POST EMI
    - Get customer signature POD

- If seize/discard
  - o Enter the details of Maldives Customs request
  - o Handover the package to Maldives Customs
  - o Capture IPS.POST EMx
- If release
  - o Verify any dues (handling charge, late fine and or additional charge)
  - o Collection (Cash, Credit & POS acceptance)
  - o Release package after validate
  - o Capture IPS.POST EMI
  - o Get customer signature POD

**e. SESSION REPORT**

- Session/monthly report (Collection report – cash, credit & POS collection for stamp sales, post shop sales, postage and other collections)
- Package release report

**2. SUPERVISOR – STOREKEEPER**

**a. STAMPS SALES**

- View/print re-order level for each shop keeper
- Issue stock – Release
- Session report

**b. POST SHOP ITEM**

- View/print re-order level for each shop keeper
- Daily report

**c. ACCEPTANCE**

- Mail item Handover (Based on cut off time)
- Daily acceptance report

**d. REPORT/VOCHURE**

- Daily report for each outlet (Cash, Credit & POS acceptance)

**3. MANAGER - SYSTEM ADMINISTRATOR**

- a. Manage product and services
- b. Manage Shops/outlet/stores
- c. Assign shop and store keepers
- d. Daily, Monthly, Yearly Report

**4. CUSTOMER REGISTRATION/INFORMATION UPDATE**

- a. Fill customer details (Customer Name, ID card and signature) at the point of Posting or before release package (Attach ID card or connect to digital ID) or integrate with digital ID

## 5. API ENDPOINTS AND INTEGRATION

- a. Integration with Mail Management Module (Data Management and Automation)
- b. Integration with Accounting Software (Microsoft BC dynamics)

### Corporate customer portal

1. Ability to Customize the Portal Color schemes and update logo of the corporate customers
2. Cleaner User Interface so information can be taken in quickly
3. Ability to export items to CSV or EXCEL file for documenting and statistics purposes

### CUSTOMER PORTAL

#### 1. Update of the existing customer portal of the website

- Paying customers can set preferred delivery method/location from the portal
- Customers can check the history of their items directly from the portal
- Possible multiple methods for notification
- Integration with Counter module (Customer Information)

### Vessel Management Module

#### 1. Agency Performance Dashboard

- Include a performance dashboard for agencies to monitor their own metrics and performance, such as delivery efficiency and customer satisfaction.
- Ability to monitor dispatches live or real time to ensure accurate information

#### 2. Naalu management

- Vessels Cargo Acceptance
- Cash Collection
- Trip Report

#### 3. Rate and Schedule Management

- Rates Management for each vessel
- Vessels trip scheduling

### Vessel Management Application

#### 1. Upgrading of the Portals

- Postman Portal (Delivery)
- Agency Portal
- Vessels Portal
- Customer Portal

#### 2. Software Upgrades

- Upgrade of IOS & Android version

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## Reporting & Analytics

### 1. PERFORMANCE REPORTS

- Incorporate customizable performance reports that allow users to generate reports based on various metrics, such as delivery times, origin performance, and item status. Include visualizations like charts and graphs for easier interpretation.
- Domestic Network Monitoring module
  - Analytics and Predictive measures
  - Statistics for Mail Network for each destination
  - Live feed of Moving Mail
  - Flagging items based on the delivery standards
- Daily performance of staff for items and dispatches
  - To be implemented in such a way that it is categorized by section and staff just like how it's done in call center

### 2. STATISTICS

- Incoming, Outgoing for both international and Domestic mail
- Location/Delivery Method wise statistics

(INCLUDE ADVANCED FILTERS FOR ALL WITH CUSTOMIZABLE DASH BOARDS)

## Infrastructure Upgrades

1. Upgrade the OS versions of existing servers
2. Create new infrastructure
3. Migrate the MMS database

## Software Upgrades

1. Upgrade PHP Versions
2. Upgrade Laravel versions

## Source Code & Documentation

All the credentials should be provided upon completion of the Development

- Source Code
- Architecture / Design documentation
  - Code structure and design



- Frameworks
- Technical documentation
  - Inline comments
  - Readme
  - Setup documents
- User Documentation
  - Training / Tutorial documents
  - All user credentials

#### **Mandatory Documents to submitted**

- Company profile and registration certificate
- GST Registration Certificate
- Proposal quotation
- Work Experience Letters/Documents (Minimum 2 References)
- Parties who are submitting combined bids/proposals shall submit details of third party.
- Declaration on ethical conduct and fraud and corruption agreement
- MIRA tax clearance letter dated not longer than 3 months from date of bid submission

#### **Bid Rejection**

Submitting false information/ documents

- Bids that are unreasonably high in price compared to the cost estimate;
- Bidders who fail to submit any of mandatory documents
- Submission of low-quality proposals
- Bidders who fail to meet the requirement and technical specification of the equipment.
- Bidders who fail to submit declaration on ethical conduct and fraud and corruption agreement.